

# JDI0030 - Wage Attachment Fax Process

## Background

Employer responses to wage attachment being sent via email or e-fax to a shared email box.



## Problem Statement

Current process requires email and attachment to be opened with attachment subsequently printed by an agent and routed to scanning.

## Outcome

Connected the multi-function printer in the mail/scanning room to a phone line to enable capability to receive faxes. Changed fax number on the WA notices for employers. Responses are now faxed to the printer and come out on paper where mailroom personnel can collate and take directly to scanning. An auto-response on the centcert email box also directs employers to use the new fax number to send responses.

## Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required	860	0	860	100
Annual current cost in dollars				
Annual future cost in dollars				
Number of steps in process				
Average process lead time in days				
Percentage who are satisfied				

Cost to implement: \$0

One-time cost savings: \$0

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